

# TEX Phone Banking

## To use TEX the first time:

1. Call the TEX number at 715-623-7771 or 800-290-8663, press option 1.
2. Our automated phone attendant will walk you through the steps in establishing two **access** codes. You will be asked to enter your account number and then a primary **access** code. **Access** codes must be numeric, and only 4 digits long. For another layer of security, you will then be asked to enter a secondary **access** code. The primary and secondary **access** code cannot be the same.
3. You will be asked to confirm your identity by entering the primary account holder's social security number.
4. After initial setup, you only need to enter your account number, primary, and secondary access codes for future calls.

## After Initial Setup:

Use the **service** codes provided on the tearout card below to navigate through TEX. **Note:** In some cases, a member's account may be automatically set up to just follow prompts without needing the **service** codes (this is known as "menu mode.") Contact us at 715-627-4336 if you would like to switch modes. **If you are unsuccessful in using TEX, we may need to activate this service on your accounts.**

## Features of TEX

- Inquire on account balances, verify deposits, withdrawals, and/or cleared checks.
- Transfer funds between savings, checking, and loans. To transfer funds between unlike base numbers, the names on each account must be identical. To link these accounts for phone banking access, contact us.
- Inquire on loan payments.
- Advance money from a line of credit loan to your checking account.
- Inquire about dividends earned on deposit accounts and interest paid on loans.



*Detach wallet card and fold where indicated.  
Carry these codes with you for easy access to TEX.*

### Additional Instructions

- Press "#" only when prompted
- To enter dates, include 6 digits, i.e. February 28, 2015 = 022815#
- To enter dollar amounts, include cents without a period, i.e. \$100 = 10000#

Primary Account Number(s)

\_\_\_\_\_

Account IDs:

Savings \_\_\_\_\_ Checking \_\_\_\_\_

Savings \_\_\_\_\_ IRA \_\_\_\_\_

Loan \_\_\_\_\_ Loan \_\_\_\_\_

Loan \_\_\_\_\_ Loan \_\_\_\_\_

**DO NOT WRITE YOUR PIN  
ON THIS CARD!**

**For assistance using TEX,  
call the Contact Center at  
715-627-4336 or 800-398-2667.**

#### Wisconsin

Antigo  
Crandon  
Elcho  
Rhineland  
Rib Mountain  
Rothschild  
Shawano  
Stevens Point  
Wausau  
Weston

#### Michigan

Crystal Falls  
Iron River

[www.covantagecu.org](http://www.covantagecu.org)



# TEX

24 Hour Phone Banking

**715-623-7771**

Or, if long distance to Antigo

**800-290-8663**





# TEX

Instruction Card

*Detach wallet card and fold where indicated.  
Carry these codes with you for easy access to TEX.*

## Instructions

1. Local calls dial 715-623-7771. For long distance to Antigo, call 800-290-8663.
2. Enter your account number as it is shown on your member card followed by the # sign.
3. Enter your primary access code followed by the # sign.
4. Enter your secondary access code followed by the # sign.
5. Enter the service code and # sign.
6. To end the call, enter 99 and # sign.

## Balance Inquiries

|                               |    |
|-------------------------------|----|
| Draft (checking) balance..... | 11 |
| Share (savings) balance.....  | 16 |
| Loan balance.....             | 18 |
| All share balances.....       | 19 |
| All loan balances.....        | 20 |

## History Inquiries

|                                     |    |
|-------------------------------------|----|
| ATM transaction history.....        | 53 |
| ACH transaction history.....        | 54 |
| Deposit history.....                | 55 |
| Loan transaction history.....       | 58 |
| Share transaction history.....      | 59 |
| Payroll transaction history.....    | 61 |
| Debit card transaction history..... | 62 |

## Transfers/Withdrawals

|   |    |
|---|----|
| Transfer between shares and/or draft (checking) accounts..... | 22 |
| Share to loan.....  | 24 |
| Loan to share.....  | 25 |
| Line of credit to checking.....                               | 27 |
| Share check withdrawal.....                                   | 32 |
| Loan check withdrawal.....                                    | 33 |

## Loan Information

|   |    |
|---|----|
| Payment amount & due date.....              | 40 |
| Payoff amount.....                          | 41 |
| Secondary Market Mortgage Loan Inquiry..... | 42 |

|  |    |
|--|----|
| Make a Secondary Market Mortgage Loan Payment..... | 43 |
|--|----|

## IRA and Tax Information

|                              |    |
|------------------------------|----|
| YTD dividends earned.....    | 70 |
| Contributions to an IRA..... | 71 |
| YTD loan interest paid.....  | 72 |

## Draft (Checking) Account Information

|                               |    |
|-------------------------------|----|
| Draft (checking) balance..... | 11 |
| Specific draft cleared.....   | 51 |
| Last drafts cleared.....      | 52 |
| Place a stop payment.....     | 56 |
| Request copy of a draft.....  | 57 |
| Reorder drafts (checks).....  | 60 |

## Additional Options

|                                    |    |
|------------------------------------|----|
| Change primary access code.....    | 75 |
| Change secondary access code.....  | 76 |
| Change to a different account..... | 91 |
| List of Service Codes.....         | 97 |
| End Session.....                   | 99 |
| Return to Contact Center.....      | 77 |